

CHAPTER I

INTRODUCTION

1.1 Background

Tourism is an essential sector in the global economy, and hotels play a vital role in the tourism industry. Where hotels provide residential accommodation for tourists on holiday. The hotel also provides quite good services and facilities for tourists. Guests can experience a fantastic holiday just by enjoying the hotel facilities. For example, a resort hotel where hotel has beautiful views, such as the beach or mountains, that hotel guests can enjoy, and the hotel provides many.

After the decline in interest in the tourism industry due to the COVID-19 virus, which spread throughout the world, Indonesia, and the whole world, and up to 2000 hotels have had to close permanently due to the COVID-19 virus, according to the Indonesian Hotel and Restaurant Association (PHRI). However, the COVID-19 virus already has a vaccine that has been distributed throughout the world, and the world has recovered, as well as the tourism industry, which has started to recover now and continues to develop because many countries have opened up to tourists.

And so does Indonesia. Indonesia has the Island of the Gods, Bali, which has a natural beauty that attracts foreign tourists. Based on data from the Bali Central Statistics Agency (BPS), from January to November 2022, the number of foreign tourists visiting Bali reached 1,778,471. This condition shows that Bali tourism is starting to recover from the impact of the Covid-19 virus.

As a hotel student who wants to do an internship, the writer chose Swissôtel Jakarta to experience direct experience working directly in a hotel. What is certain is that what is taught on campus differs from when you intern directly at a hotel. By working in direct situations or actual work, the writer will become a person who is more mentally trained at work. As we know, in the real world of work, there is no longer any compromise in our mistakes. Therefore, we will be workers who minimize the occurrence of work errors. But by making mistakes in her internship,

the writer will know the right thing, what the writer should have done, and what she should not have done. By having a mindset like this, the writer sure she will be a potential employee for her future career.

Apart from what she found personally, the writer chose Swissôtel Jakarta because this hotel has a strategic location in the beautiful Kapok beach area and is always busy with visitors. The most important thing is that it has quality and a good choice of food.

1.2 Purpose

The aim of wanting to do an internship is because the writer wants to develop in the food sector production and directly add new skills and insights to the world of work. At the same time, they are studying four semesters of theory and practicum. The writer hopes that what she has learned can equip her to intern at Swissôtel Jakarta. When undergoing an apprenticeship, the writer will become a more thorough, learn new knowledge, have high initiative, and always want to learn new things. The writer aims to sharpen our professionals and form individuals ready to work in the future.

With an internship, the writer can face the world of work without culture shock. And she already knows what steps you have to take when working. And she can learn from your mistakes during your internship. When working directly, the writer did not experience mental disorders. As we know, working in a hotel, especially in food production, is very mentally testing. With an internship, we can learn about our mentality and understand ourselves better when we work in the future. By doing a writer's internship, she will have friends from other campuses, and that will be a connection for the writer in the future

1.3 Period and Procedures

As we know, an internship is a process in my maturation for work. The internship process made me a more disciplined person with integrity at work. Just like the rules set in a hotel can change me for the better. This change can prepare the writer future career. Before starting the internship, there are several processes that the writer has to go through starting from creating a CV to the interview stage. The writer first made a cover letter addressed to HRD Swissotel PIK after that, the writer made her personal CV. The writer CV will describe who she is in detail. Her educational background and experience will be included in her CV.

After making a personal CV, the writer will write a letter of recommendation that requires the lecturer's approval by the field of internship the writer have chosen and the approval of the head of the hospitality study program. The chairman and lecturer's approval will be shown by their signatures on the recommendation letter. When the writer get approval from both parties, she will ask for an official version of the recommendation letter for her study program.

After that, The writer will combine the cover letter, personal CV, and official version of the recommendation letter into one attachment. The writer will give this attachment to the hotel for her internship. When this attachment has received approval from the hotel, the writer will proceed to the interview stage. This interview stage will determine whether she accepted or not. After receiving the announcement that she had passed the interview stage, the writer could work in a hotel.